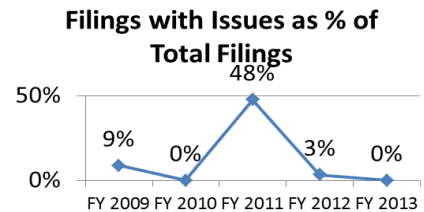
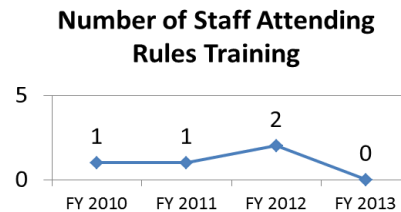
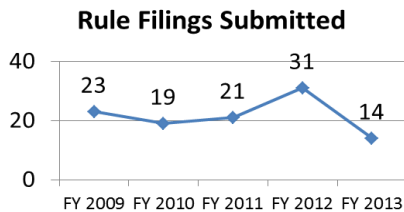


Department of Human Resource Management

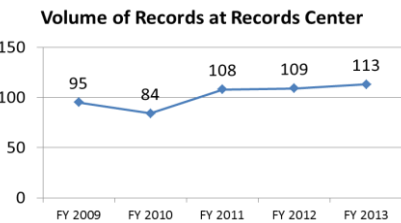
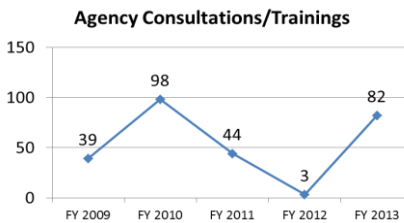


DAS CUSTOMER SERVICES SUMMARY FOR FY 2012-2013

Administrative Rules



Archives and Records Service



Facilities Construction & Management

FY 2012

FY 2013

Average cost per office square foot (leases)

Average cost per square foot (operations & maintenance)

**DFCM does not work directly with the Department of Human Resource Management*

Finance

FY 2013

Post-Audit Error Rate*	4.13%
Employees with time-based pay NOT using ESS for time entry	0.00%
P-card Dollars Spent**	\$ 42,125
<i>*State Average: 3.59% ** % of State P-card spend: 0.21%</i>	

Fleet

FY 2012

FY 2013

Count of vehicles*	0	0
Tickets purchased	19	22
Annual airline travel savings	\$ 85.69	\$ 595.32

**DHRM does not lease any vehicles from the Division of Fleet Operations.*

Purchasing and General Services

FY 2012

FY 2013

Use of State Contracts	\$ 6,330	\$ 25,347
Pieces of Mail Processed	7,241	8,742
Number of Surplus Items	0	0

Risk Management

